Adobe Acrobat X Suite Read Me

Welcome to the Adobe® Acrobat® X Suite Read Me. This document contains late-breaking product information, updates, and troubleshooting tips for the Acrobat X Suite.

Acrobat X Suite components

- Adobe® Photoshop® CS5
- Adobe® Acrobat® X Pro
- Adobe® Captivate® CS5
- Adobe® LiveCycle® Designer ES 2
- Adobe® Presenter 7
- Adobe® Media Encoder CS5 Core

Minimum system requirements

Windows

- 1.3 Ghz processor
- Microsoft Windows® XP Home, Professional, or Tablet PC Edition with Service Pack 3 for 32-bit (with Service Pack 2 for 64-bit); Windows Server® 2003 (32-bit and 64-bit; Service Pack 2 required for 64-bit); Windows Server 2008 (32-bit and 64-bit); Windows Server 2008 R2 (32-bit and 64-bit); Windows Vista® Home Basic, Home Premium, Business, Ultimate, or Enterprise with Service Pack 2 (32-bit and 64-bit); Microsoft Windows 7 Starter, Home Premium, Professional, Ultimate or enterprise (32-bit and 64-bit).
  For Windows Server 2003 SP2 and Windows XP SP2 for 64-bit, Microsoft Hot Fix KB-930627 is required. See:

http://support.microsoft.com/kb/930627

- 2GB of RAM (4GB or more recommended)

- 4.9 GB of available hard-disk space for installation; additional free space required during installation (cannot install on removable flash-based storage devices)
- 1024x768 minimum screen resolution
- Video hardware acceleration optional
- DVD-ROM drive compatible with dual-layer DVDs (DVD+-R burner for DVD burning; Blu-ray burner for Blu-ray Disc media)

For updates to system requirements, visit

http://www.adobe.com/go/acrobatsuite_systemreqs

Install your software

Before Installing

The Acrobat X Suite cannot be installed from a source or a destination path containing double-byte or upper ASCII characters. The Acrobat Suite installer may exit with code 26. [2689855, 2689811, 2704654]

PowerPoint must be installed to install Presenter - To ensure successful Presenter installation PowerPoint must be installed on your system before installing the Acrobat X Suite. Presenter can be installed for Office 2003, Office 2007, and Office 2010. [2715331]

Installing to custom external drives is not supported by the Acrobat Suite installer. The Acrobat Suite installer may exit with code 22. Instead, install onto a local volume. [2694966]

If you have an earlier version of Acrobat Pro installed on your system, such as Acrobat 8 Pro, for example, the earlier version of Acrobat Pro will be uninstalled and the Acrobat Suite installer will not display any warning message when the Acrobat X Suite is installed. [2713277, 2732697]

After installation, Suite applications are not launch-able from the Acrobat Suite installation Thank You screen. Instead, launch Acrobat Suite applications from the Programs menu. [2661298, 2653435, 2653287]

Before Reinstalling

Before reinstalling the Acrobat X Suite please read the Known Issues section regarding un-installation first.

Install Acrobat X Suite from disc

The Adobe Acrobat X Suite installer is located on the:

- Adobe Acrobat X Suite Application DVD

The product box also contains the serial number for the Acrobat X Suite.

Locate the installation media and serial number before you begin the installation process.

Install Acrobat X Suite

Before you begin, you must close all applications, including your web browser. Make sure you have administrative privileges or can validate as an administrator.

If you are installing as an upgrade, the installer will check your system to find the valid upgrade product. If it cannot find it, it will ask you to input the serial number of the product being upgraded. If you purchased English, French, German, or Japanese you can also install the software in trial, then input your new and previous serial numbers in the serialization screen shown during launch.

1. Insert the Adobe Acrobat Suite DVD into your DVD drive.
2. Double-click Setup.exe (Windows) to begin the installation

Note: Depending on your Autoplay settings in Windows, the Set-up.exe file may launch automatically.

3. Follow the onscreen instructions to complete the installation.
4. When prompted to enter a serial number, enter your Adobe Acrobat X Suite serial number and complete the installation.

Note: You may be asked to close conflicting processes in order to complete the installation.

Install Acrobat X Suite from an electronic download

The components of Adobe Acrobat X Suite are contained in one package:

- Adobe Acrobat X Suite Application package

Each Windows package contains two files: a .7z file and an .exe file.

Your single serial number is used for all products in the Adobe Acrobat X Suite.

Download all installation files and locate your serial number before you begin the installation process.

Install Adobe Acrobat X Suite

Before you begin, close all applications, including your web browser. Make sure you have administrative privileges or can validate as an administrator.

If you are installing as an upgrade, the installer will check your system to find the valid upgrade product. If it cannot find it, it will ask you to input the serial number of the product being upgraded. You can also install the software in trial, then input your new and previous serial numbers in the serialization screen shown during launch.

1. On the Your Downloads page, click the Akamai Download Manager link for Adobe Acrobat X Suite and wait for the file or files to completely download.
2. Navigate to the directory where you saved the installation files and double-click the .exe file associated with your product to extract the installation files. The filename is based on the product you purchased, such as ASTE_AcrobatSte_10_WWEFD.exe.
3. After the files finish extracting, the installer should launch automatically. If it doesn't, go to the folder that contains the extracted files. Open the folder named for the product that you purchased, then open the Adobe Acrobat X Suite folder, and double-click Set-up.exe to begin installation.
4. Follow the onscreen instructions to complete the installation.
5. When prompted to enter a serial number, enter your Adobe Acrobat X Suite serial number and complete the installation.

Note: You may be asked to close conflicting process in order to complete the installation process.

Uninstall your software

Before you uninstall, close all applications currently running on your system—including other Adobe applications, Microsoft Office applications, and browser windows.

Depending on your operating system, please select one of the options below:

- In Windows XP, open the Windows Control Panel and double-click Add or Remove Programs. Select the product that you want to uninstall, click Change/Remove, and then follow the on-screen instructions.
- In Windows Vista and Windows 7, open the Windows Control Panel and double-click Programs and Features. Select the product that you want to uninstall, click Uninstall, and then follow the on-screen instructions.

Note: If you want to install the product on a different computer, you must first deactivate the software on your computer. To deactivate, launch any of the Acrobat X Suite's products and select Help > Deactivate.

Trial software

The Acrobat Suite supports Trial for English, French, German, and Japanese. If you decide to purchase the product, enter the serial number for the software you purchased in the serialization screen. Other applications installed as part of the Acrobat X Suite will recognize the new serial number the next time the applications are launched.

Electronic licensing

You must accept the license agreement and warranty terms to use this product. See www.adobe.com/go/eulas for details. This product may automatically attempt to activate over the Internet. See www.adobe.com/go/activation for details.

Registration information

Creating an Adobe ID registers your software and sets up access to acrobat.com online services. In order to get up-to-date product information, training, newsletters, and invitations to Adobe events and seminars, you must register your product.

Known issues

Installation

Captivate

Captivate Quiz Results Analyzer and Captivate Reviewer 2.0 shortcuts are created outside Acrobat X Suite folder under Program Files. [2653441]

Presenter

1. Presenter Add In Disabled - On Windows 7 and Windows Vista, if Office detects that the Presenter Add In is not working properly, it prompts the user asking if the Add In should be disabled or not and if the user chooses to disable it, henceforth the Add In does not appear in the application. Here are the steps to enable Presenter:

a. Open PowerPoint and go to File>Options

b. Select the Add In Tab

c. On the bottom side of the Add in Window you will see a Manage Label along with a dropdown

d. Select Disabled from the dropdown and click Go

e. On the window that opens next, select the Add In that you want to enable and click the Enable button

f. Restart the application. [2678051]

2. PowerPoint must be installed to install Presenter - To ensure successful Presenter installation be sure PowerPoint is installed on your system before installing the Acrobat X Suite. Presenter can be installed for Office 2003, Office 2007, and Office 2010. [2715331]

3. Deleting Presenter files - If some of Presenter's files get deleted accidentally, Presenter cannot be repaired successfully via the Acrobat Suite installer. [2708321, 2707971]

Acrobat X Pro

If Acrobat X Pro was already installed as a single product, the Acrobat Suite installer doesn't identify that Acrobat X Pro is already installed and therefore lists Acrobat X Pro as a product available to be installed. [2713117]

Adobe Bridge CS5

Adobe XMP Panel CS5 installed as part of Adobe Bridge CS5 may not be available for updating by the Adobe Updater when installed as part of the Acrobat Suite. [2698720]

Adobe Device Central CS5

On Windows Server 2003, when launching Adobe Device Central after installing the Acrobat Suite, an error dialog will pop up to show "This application has failed to start because bthprops.cpl was not found, Re-installing the application may fix this problem." Device Central operates in tandem with files provided by the operating system on which it is installed. Unlike other Windows platforms, Windows Servers 2003 and 2008 do not provide the file bthprops.cpl, so an error message will be displayed on launching Device Central. In this scenario Device Central's Bluetooth functionality will not be available to the user, but all other functionality will.Dismiss the error message by clicking OK and Device Central will launch as normal, ready for use. [2672741]

Un-installation

1. If Acrobat X Pro was installed through its standalone MSI installer, prior to Acrobat Suite installation, when the Acrobat Suite is uninstalled, Acrobat X Pro will not be uninstalled. Instead, it must be uninstalled separately. [2715133]

2. When the Acrobat Suite is uninstalled, even though Acrobat X Pro is listed in the list of applications that will be uninstalled, Acrobat X Pro will also have an uninstall entry in Add/Remove Programs. [2652625]

3. When the Acrobat Suite is uninstalled, even though Presenter is listed in the list of applications that will be uninstalled, Presenter will not be uninstalled. Instead, select Presenter's separate Add/Remove Programs entry to uninstall Presenter. [2653375]

4. When the Acrobat Suite is uninstalled, Captivate Quiz Results Analyzer and Captivate Reviewer 2.0 do not get uninstalled. Instead, these applications must be uninstalled separately through Add/Remove Programs. [2653448]

5. When the Acrobat Suite is uninstalled, un-installation may fail with exit code 6. Such a failure may be caused by the Windows Indexing Service running. A workaround is to disable the service or close it from the Windows Task Manager by ending cidaemon.exe. [2742743]

Trial Mode

1. When you install the Acrobat Suite as a Trial and then later purchase a serial number, Presenter does not get licensed. To fix this, launch setup.exe for the Acrobat Suite and then select Presenter to be installed. Upon successful completion, Presenter will now be licensed. [2663697]

2. When the Acrobat Suite is installed as a Trial, Adobe Captivate Reviewer may remain in minimized mode. Launching Captivate Reviewer in admin mode may mitigate the problem. [2704696]

Acrobat Suite Enterprise Deployment

1. Neither Acrobat X Pro nor Presenter 7 can be installed using the Adobe Application Manager, Enterprise Edition (AAMEE) for Creative Suite. [2733172, 2730173]

2. The More Info link shown on the install option screen provides relevant information for CS 5 but only some of the information is relevant for the Acrobat Suite. [2714152]

Customer care

Customer Service

Adobe Customer Service provides assistance with product information, sales, registration, and other non-technical issues. To find out how to contact Adobe Customer Service, please visit Adobe.com for your region or country and click on Contact.

Support Plan Options and Technical Resources

If you require technical assistance for your product, including information on complimentary and fee-based support plans and troubleshooting resources, more information is available at http://www.adobe.com/go/support/. Outside of North America, go to http://www.adobe.com/go/intlsupport/, click on the drop down menu under the question “Need a different country or region?”, choose a different country or region, then click GO. Alternatively, you can click on Change beside the country name at the top of the screen to select a different country or region.

Free troubleshooting resources include Adobe’s support knowledgebase, Adobe user-to-user forums and more. We are continually making additional tools and information available online in order to provide you with flexible options for resolving issues as fast as possible.

If you are having any issues with installing or uninstalling any of your Acrobat X Suite applications, please try rebooting your system prior to contacting Support.

Other resources

Online Resources

For complete Help plus community-based instruction, inspiration and support, go to http://acrobatusers.com/

Adobe website

Adobe TV

Adobe Design Center

Adobe Developer Connection

Adobe User Forums

Adobe User Groups

Adobe Marketplace and Exchange

Training & Certification

Adobe Certification Program

Adobe Partner Programs

Find an Adobe Authorized Training Center

Find an Adobe Authorized Print Service Provider

Individual component information

Adobe Acrobat X Pro

New Features

Adobe Captivate 5

New Features

Adobe Photoshop CS5

New Features

Adobe LiveCycle Designer ES 2

New Features

Adobe Presenter 7

New Features

Adobe Device Central CS5

New Features

Adobe Bridge CS5

New Features

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